

**GOVERNANCE PROCESSES**

<b>Policy Title</b>	<b>Policy Number</b>
Renewal and Refund Policy	GP-24
	<b>Date of Approval</b>
	March 22, 2017
<b>Responsible Authority</b>	<b>Date of Revisions</b>
CMLTM Council	September 25, 2020, October 20, 2017, September 25, 2020
	<b>Page(s)</b>
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CMLTM requires membership renewal to be completed annually on-line. The deadline for renewal without penalty is November 15<sup>th</sup> each calendar year. The annual renewal includes the reporting of hours worked in the previous year, completion of the annual declaration, any other renewal requirements set by the Council and payment of annual fees. This information is subject to review and approval by CMLTM administration. If for any reason the information provided does not meet the current criteria for membership, any fees paid will be refunded.

A refund is issued upon rejection of the online renewal. Credit card payments through the online payment system will be refunded to the credit card used when a renewal is rejected. Debit payments are accepted in person at the office. Any payments by debit will be refunded to the account debited if the renewal is rejected.

Please contact the office for any difficulties with an online renewal at:

[cmltm@cmltm.ca](mailto:cmltm@cmltm.ca)

Phone: 204-231-0311

Toll Free: 877-331-0311

Please allow 2 business days for a response to the problem.